

A quality opportunity

Ontario's child and youth mental health and addictions service providers work hard to provide timely access to the best possible care for their clients. Still, there are several barriers that affect when, where and how families can access services. Quality improvement (QI) processes provide a way to identify and address persistent challenges – whether those faced by individual organizations or by the system as a whole – and quickly respond to evolving needs. Done well, QI sparks innovation and sustained enhancements that lead to better experiences for both staff and clients, and better outcomes for children, young people and families.

What is Lean Six Sigma?

Lean Six Sigma is a data-driven, collaborative QI methodology. It provides a structured approach and tools to make improvements and a philosophy to support continuous quality improvement.

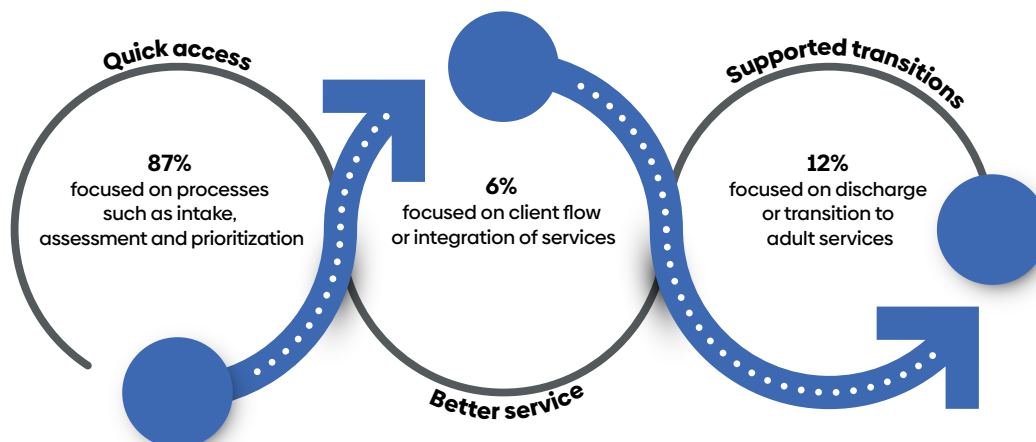
On a Quest for quality improvement

We not only practise QI as an organization, but through our Quest program we also help agencies improve their QI knowledge, know-how and culture. Quest participants receive:

- tailored, team-based coaching
- funding to use toward their improvement project
- QI training, including certified Lean Six Sigma White or Yellow belts
- opportunities to connect with each other and subject matter experts through virtual and in-person cohort events
- organizational QI maturity assessment and coaching around QI culture

Figure 1: Improvement goals

The first two Quest cohorts have included a total of 16 agencies, all focused on improving care pathways. With goals like reducing wait times and increasing efficiency, agencies aimed to improve different facets of the client journey.





Reaching the first milestones

The first cohort completed their Quest journey in July 2021 and shared feedback in an endpoint survey.

- **100%** said the Quest coaching met their needs
- **95%** said Quest resources, materials and tools met their needs
- **94%** reported feeling better prepared to support future improvement initiatives

Agencies made improvements that touched on all six quality domains:

- **60%** improved safety
- **80%** improved effectiveness
- **80%** improved client-centricity
- **70%** improved timeliness
- **100%** improved efficiency
- **80%** improved equity

Continuing the journey

The Quest for quality improvement doesn't end with one or even many improvements. We're committed to supporting Quest participants to share their learning and to help them – and in turn, our sector – build a culture of continuous quality improvement. In 2022 we will launch a third Quest cohort, this time focused on both organizational and system initiatives. We're also opening up our training beyond our cohorts and providing Lean Six Sigma training and knowledge mobilization opportunities to our sector more broadly.



For more information about the Quest program, please [visit our website](#),



or contact our manager of quality, Sandra Huang Del Frari at Quest@cymha.ca.



Knowledge Institute
on Child and Youth Mental Health and Addictions